



# FACTS

EXCEPTIONAL CARE. WITHOUT EXCEPTION.

## **About Boston Medical Center**

Boston Medical Center is a private, not-for-profit, 626-licensed bed, academic medical center located in Boston's historic South End. The hospital is the primary teaching affiliate for Boston University School of Medicine. Emphasizing community-based care, Boston Medical Center, with its mission to provide consistently accessible health services to all, is the largest safety net hospital in New England. Boston Medical Center provides a full spectrum of pediatric and adult care services, from primary to family medicine to advanced specialty care. With the largest 24-hour Level I trauma center in New England, our Emergency Department had 129,169 visits last year, 60 percent more than the hospital with the second highest number of visits.

In October 2008, construction began on the Carl J. and Ruth Shapiro Ambulatory Care Center, a 245,000-square feet, nine-story building on the corner of East Concord and Albany streets that will provide state-of-the-art outpatient care. Outpatient clinical services that are located across BMC's urban campus will be consolidated in a patient-centered environment designed to maximize comfort and privacy. Key clinical support services, such as phlebotomy, radiology and a state-of-the-art clinical laboratory will also be housed in the building.

## **Commitment to the Community**

Unwavering in its commitment to serve the community, Boston Medical Center is dedicated to providing accessible health care. Approximately 70 percent of our patients come from underserved populations, including low-income families, elders, people with disabilities and immigrants. Seventy percent of all patients are from racial and ethnic minority populations, and 30 percent do not speak English as a primary language. Approximately 200,000 of our patients have MassHealth, Commonwealth Care or no insurance at all. Boston Medical Center also offers numerous outreach programs and services, including skin cancer screenings, cholesterol tests, blood pressure screenings, prostate cancer screenings, osteoporosis screenings, eye exams, smoking cessation counseling and flu shots. In addition, cancer education and prevention seminars are offered in the community, and youth outreach workers are trained for involvement in schools and health fairs.

## **Patient Care**

With more than 29,411 admissions and 803,725 patient visits in the last year, Boston Medical Center provides a comprehensive range of inpatient, clinical and diagnostic services in more than 70 areas of medical specialties and subspecialties, including cardiac care and surgery, hypertension, neurological care, orthopaedics, geriatrics and women's health.

## **Nursing**

In partnership with patients, families and the health care providers, nurses at Boston Medical Center provide a consistent standard of excellent care that identifies patient needs, defines expected outcomes and respects patient rights. With a strong focus on patient education, our 1,621 nurses deliver compassionate patient care every day.

## **Interpreter Services**

Boston Medical Center values its diverse patient population and is committed to honoring their ethnic, religious and cultural differences. The Interpreter Services program at Boston Medical Center is the most extensive in New England. In addition to providing person-to-person interpreters on-site in more than 30 languages, 24-hours-a-day, the department utilizes the latest advances in technology such as telephonic and video interpreting. Our interpreters help to break language barriers as well as serve as cultural brokers to patients and staff. Last year they assisted in 197,406 interactions with patients and visitors.

## **Teaching**

As the principal teaching affiliate of Boston University School of Medicine, Boston Medical Center is devoted to training future generations of health care professionals. Every member of the hospital's medical and dental staff holds an academic appointment at the Boston University School of Medicine or at the Boston University Goldman School of Dental Medicine. Boston Medical Center operates 44 residency training programs with 652 resident and fellowship positions.

## **Research**

Boston Medical Center is a recognized leader in groundbreaking medical research. Boston Medical Center received more than \$93 million in sponsored research funding in 2008, and oversees 431 research and service projects separate from research activities at Boston University School of Medicine. The world-renowned researchers at Boston Medical Center conduct both basic, laboratory-based biomedical research, and clinical research programs, including the Sickle Cell Center, infectious disease, cardiology, vascular biology, Parkinson's Disease, geriatrics, endocrinology and hematology/oncology.

## **Boston HealthNet**

Focusing strongly on urban health, Boston Medical Center is a founder of Boston HealthNet, a network affiliation of the medical center, Boston University School of Medicine and 15 community health centers. Boston HealthNet is an integrated health care delivery system whose partners provide outreach, prevention, primary care and specialty care and dental services at sites located throughout Boston's neighborhoods and Quincy. In FY 2008 Boston HealthNet health center patients made up 30% of all inpatient admissions to Boston Medical Center.

## **Affiliations**

Boston Medical Center is the primary teaching affiliate of the Boston University School of Medicine. Boston Medical Center also has a clinical affiliation with Quincy Medical Center. More than 30 Boston Medical Center physicians are on the Quincy Medical Center staff providing clinical leadership and quality oversight. Boston Medical Center physicians serve as the Chiefs of Medicine, Emergency Medicine, Psychiatry, and Radiology.

## **Boston Medical Center HealthNet Plan**

Boston Medical Center HealthNet Plan is a managed care organization founded by Boston Medical Center in 1997. Offering MassHealth and Commonwealth Care coverage, BMC HealthNet Plan serves more than 240,000 members statewide. The Plan offers comprehensive coverage and personal physicians who provide care for the whole family; interpreter services, a personal membership card, and a 24-hour nurse advice line. It also provides additional member extras beyond the state's coverage including: for MassHealth members, free car seats, bike helmets and manual breast pumps for nursing mothers; and for Commonwealth Care members, discounts on Weight Watchers and fitness club memberships.

## **Employees**

Boston Medical Center employs a diverse work force, with 4,765 full-time equivalent employees who work together to provide the highest quality, patient-focused care. Boston Medical Center offers employees competitive wages and benefits, education assistance and tuition reimbursement, and skill-based training seminars including cultural diversity forums.



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# STATISTICS

## FISCAL YEAR - 2008

### Licensed Beds

Medicine/Surgery	350
Obstetrics/Gynecology	20
Intensive and Coronary Care	62
Neonatal Intensive Care	15
Pediatric Intensive Care	6
Pediatrics	34
Rehabilitation	24**
Chronic Care	100*
Psychiatry	15*

### Total

**626**

### Average Length of Stay

Medical/Surgical Acute	5.42 days
Acute Rehabilitation	18.79 days
Newborn (includes NICU)	4.94 days

### Occupancy Rate (of staffed beds)

76.5%

### Discharges

29,411

### Outpatient Activity

Outpatient Clinic Visits	524,200
Outpatient Ancillary Visits	279,525
Emergency Department Visits	129,169
Ambulatory Surgery	24,441
Outpatient Observation	6,695

### Physicians

1,232

### Residents and Fellows

652

### Nurses

1,621

### Employees

Full-time equivalent employees	4,765
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\*=Out of service

\*\*=12 beds out of service

Revised 11/08

